Review of Issues and Actions

CIO Council Meeting
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IT INFRASTRUCTURE PARTNERSHIP

VITA   NORTHROP GRUMMAN

Memorandums of Understanding

Updated FAQs posted to AITR Resources page on VITA website

www.vita.virginia.gov/councils/default.aspx?id=12542

Computing Slowness

- Slow boot – PC takes a long time to come on line when powered up

- PC latency – PC runs slow, or hangs, when using applications

Actions taken

- Implemented standard slow boot procedure – Bootvis analysis

- Implemented standard PC latency analysis and trouble shooting

- Modified scheduled McAfee updates and scan start times (select agencies)

- On site analysis at agencies (DJJ, GOV, VEC, DEQ, DGS, VDACS, VDH)

Actions taken

- Added coding of slow boot and PC latency to ticketing system

- Reviewed 226 latency or slow boot tickets from July 24 to October 26

- Server analysis – as required

- Network analysis – as required

- Daily reports to management of VCCC tickets associated with PC performance issues

Slow boot detail

Bootvis: In this case, The network logon consumed the greatest period of time
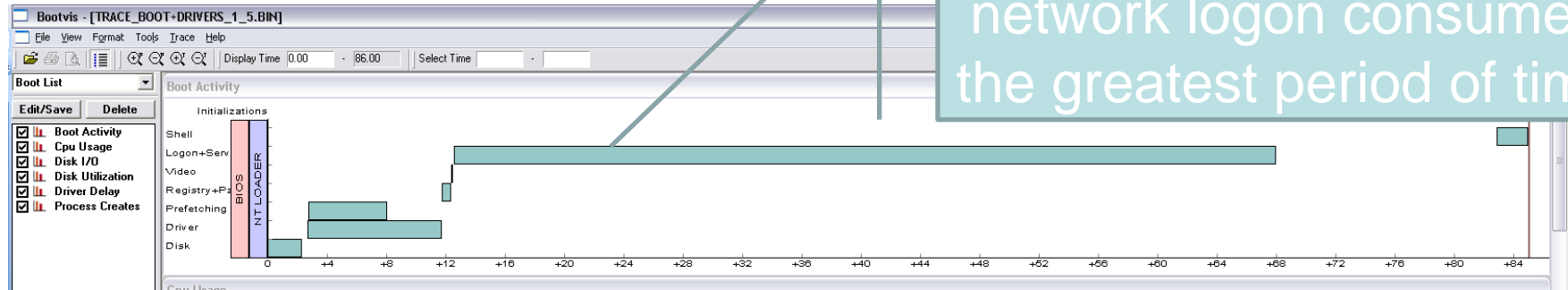
- Shell loads, boot process ends, post-boot activities continue
- Post-boot activity adds to long boot-times perception
    - Standard services (Altiris, McAfee, Proventia)
    - Loading personal software (iTunes, Google Search Picture software)
    - Loading print driver services
    - Extra software packages loading into memory (older PC's may be slower)

What have we found?

Slow boot tickets

Frequency

- Found on PCs with elevated administrative rights

- User installed non-IT Partnership software

- Hardware errors

- Multi-user profiles on shared equipment

PC latency tickets

- Patch installation and scans

- Large PST files

- Non-transformed network and server environments

- Agency application issues

- Network circuit issues

No single root cause; many different causes

Recommendations

Slow boot

- Restrict the use of elevated admin rights

- Minimize non-standard software

- Encourage the use of standby mode, reducing the need for boot up

- Investigate multi-user profile machines

- User-initiated disk defragmentation

Latency

- Accelerate and complete transformation of legacy network, server environments

- Consider leaving a PC or PCs on each subnet powered on overnight (patching and software distribution)

Shifts in PC culture could reduce slow boot and latency issues and enhance business productivity

Reported slow boot and PC issues by agency

Agency	Tickets in Progress	Tickets in Suspense	Resolved Tickets	Closed Tickets	Total Tickets
DSS	3		2	27	32
VDOT	3	2	2	21	28
DBHDS			5	16	21
VDH			6	9	15
DOC			1	12	13
DOF	1	2	3	6	12
DJJ	1		2	9	12
DRS	2		2	5	9
DGS			1	8	9
Governor's Office		1		7	8
VSP				8	8
DEQ	1			6	7
DMV			1	5	6
VEC			1	3	4
TAX				4	4
DOE				4	4
DGIF				3	3
VDACS				3	3
DFP				3	3
All Others	1	1	4	18	24
GRAND TOTAL	**12**	**6**	**30**	**178**	**226**

Data for July 24 –Oct. 26, 2011

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How to Clean up Files of Former Employees

Agency Use Field on Survey

Consider having end users populate agency use field during Altiris pop-up survey

Not recommended:

- High risk that 55k users will not populate the field correctly

- Accurate data could be overwritten with inaccurate data

- Requires rewriting the program for the Altiris survey module

- Survey would have to be redeployed to all users

Agency Use Field Recommendation

Recommendation: Have a documented procedure for populating the agency use field

- Designated user from agency logs into PARS

- Once in PARS there is a report called "All Agencies - Assets – Agency Use Field"

- Download agency data from PARS

- Populate the agency use field

- Create a VCCC ticket and attach data

- Ticket is routed and data is uploaded

Location of Agency Use Field Report in PARS